Agile Softphone V1.3.2
Operation Manual

Introduction

Settings Page (Setting User's Information)
This manual explains application software [**Agile Softphone ver1.3.2**].

Operation Check
This application requires:

[Operation] OS:
Windows XP 32bit and 64bit
Windows Vista 32bit and 64bit
Windows 7 32bit and 64bit
[Operation] Browser:
Fast Help Link: Internet Explorer Ver7.0 or higher
Other links: Internet Explorer Ver7.0 or higher
Fire Fox 3.X or higher
Google Chrome 4.X or higher

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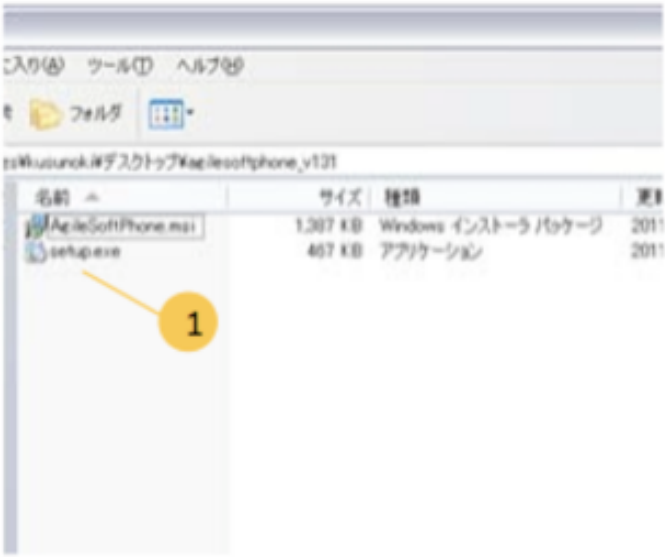
Installation Instructions



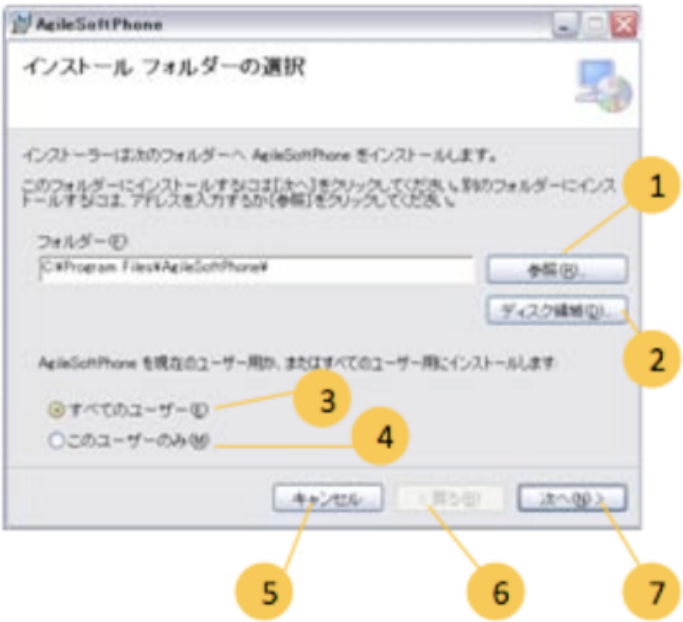
Download Softphone's compressed file.
Select the file and unzip it.

1. Select the unzipped file and verify if both [**setup.exe**] and [**AgileSoftphone.msi**] are available.
2. Double click [**setup/exe**] to load installation wizard.

a. Cancel
   Stops the installation process.
b. Next
   Proceeds with the installation process.

1. Install Internet Explorer's plug-ins. Check if Softphone is being installed simultaneously with Internet Explorer plug-ins.
2. Cancel
Click [**Cancel**] to suspend installation.
3. Back
Click [**Back**] to go to the previous activity.
4. Next
Click [**Next**] to continue the installation.

Installation Instructions



1. Reference
Click [**Reference**] to choose the destination folder of the software to be installed. **Default: C:/program files**.
2. Disk space
Click [**Disk Space**] to verify if there is enough disk space / storage.
3. All Users
Check [**All Users**]. Once installation is completed, application will be installed on PC of all users.
4. This User Only
Check [**This User only**]. Once installation is completed, application will be installed to the specified user only.
5. Cancel
Click [**Cancel**] to suspend installation process.
6. Back
Click [**Back**] to go to the previous activity.
7. Next
Click[**Next**] to continue the installation process.

a. Cancel
Click [**Cancel**] to suspend installation.
b. Back
Click [**Back**] to go to the previous activity.
c. Next
Click [**Next**] to continue the installation.

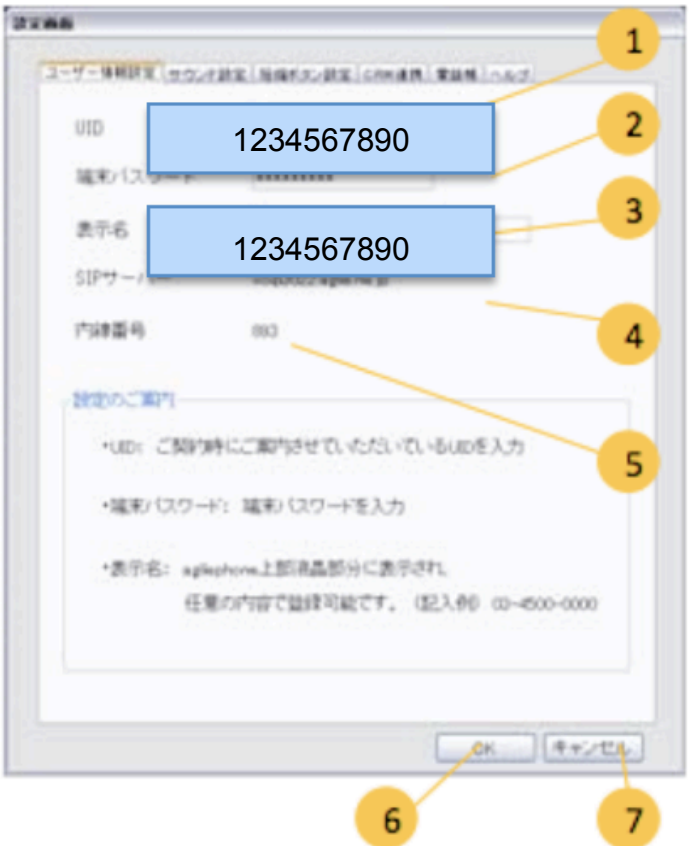
Installation Progress displays the installation status.

d. Close
Click [**Close**] to finish installation.

Settings Screen (Set User's Information)

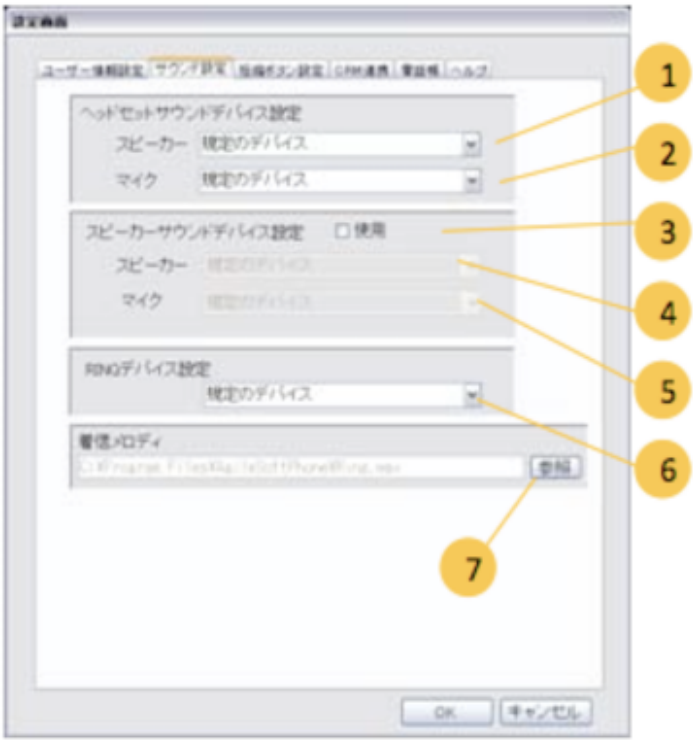
1. Display
Shows various screens, menu, etc.
2. Status Bar
Displays current status of softphone indicated by changes in colors.
3. Unique ID
Click [**Unique ID**] to open Unique Management Page.
4. Settings
Click [**Settings**] to open Settings Screen.
5. Web
Click [**Web**] to open a new window.
6. Headphone / Earphone Volume
Adjusts headphone / earphone volume during a call.
7. Microphone Volume.
Adjusts own MIC volume.
8. Mute
Click [**Mute**] to mute voice.
9. Speaker
Click [**Speaker**] to activate speakerphone.
*You cannot activate speakerphone during a call.
10. Outgoing Call History
Shows outgoing call history.

Settings Screen (Set User's Information)



1. Unique ID
Required in order to use Softphone.
2. Password
Required in order to use Softphone.
3. Display Name (Optional)
Appears on Main Screen.
4. SIP Server (Automatically Generated)
SIP Proxy required to use Softphone.
5. Extension Number (Automatically Generated)
Displayed on Main screen (Extension Number: [****]).
6. OK
Click [**OK**] to save changes and current settings.
7. Cancel
Click [**Cancel**] to quit or cancel changes.

Settings Screen (Sound Settings)



Headset Device Sound Settings

To set Headset's Sound Device:

1. Speaker
   Select the sound device (headset speaker) you want to adjust. Default: [**Specified Device**].
2. MIC
   Select the sound device 8headset MIC) you want to adjust. Default: [**Specified Device**].

To set Speaker's Sound Device:

3. Usage
   Check [**Speaker**] if you want to use the speaker. Also, you can use MIC Sound Device when speaker is activated.
4. Speaker
   Choose Speaker Sound Device when using the speaker. Default: [**Specified Device**].
5. MIC
   Choose MIC Sound Device when using the speaker. Default: [**Specified Device**].

Ring Device Settings

To set the Audio Device during an Incoming Call:

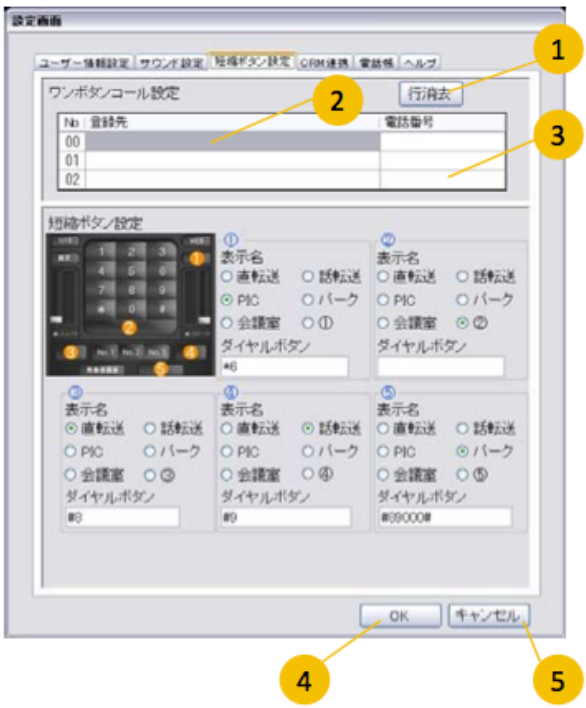
6. Ring Device Settings
   Choose [**Play Audio Device**] during an incoming call. Default: [**Specified Device**].

Incoming Call Ringing Tone

To set the Incoming Call Ringing Tone:

7. Reference
   Click [**Reference**] to open the file dialog box. Select WAV file. Default: [**ring.wav**].
   * Only WAV files are displayed on the dialog box. MP3 and other formats will not be displayed.

Settings Screen (Shortcut Button / One Button Call)



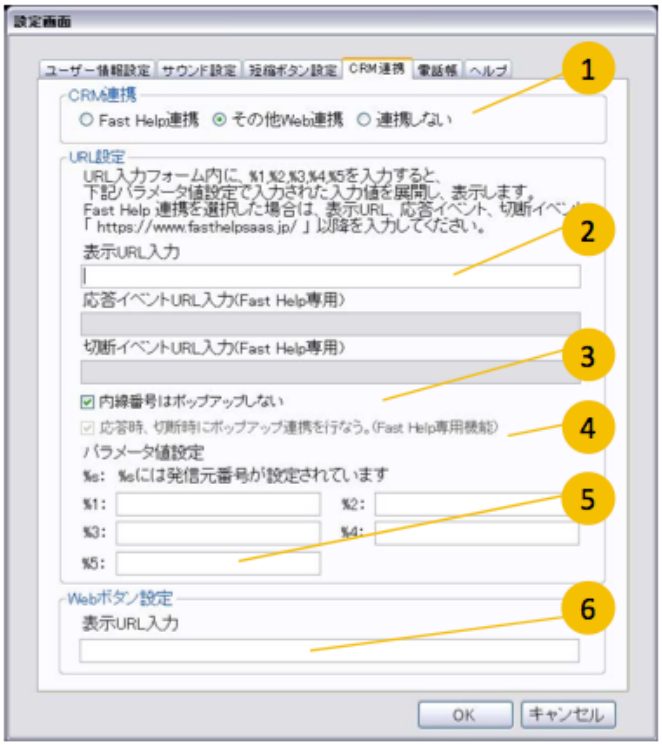
Setting One Button Call
Make calls using only one button on Softphone.

1. Delete
Click [**Button**] to remove selected lines (No. 00 – No. 02).
2. Data Entry Field
Click [**Data Entry Field**] to enter text on No. 00 – No.02 lines.
3. Phone Number Field
Click [**Phone Number Field**] to enter phone number on No. 00 – No. 02.
4. OK
Click [**OK**] to save changes and current settings.
5. Cancel
Click [**Cancel**] to quit or cancel changes.

Setting Speed Dial
Set a specific number on a specific contact.

6. Sample Softphone Screen
Shows options for each shortcut button.
7. Each Tag
Assign a specific command on each tag and click [**OK**].
8. Dial Pad
You can assign a specific command from [0 – 9] or [* , #].

Settings Screen (CRM Linked)



CRM Linked

Set Fast Help Link, other Web links (Cybozu Dezie, etc.).

1. Fast Help Link, other Web Link and Web Unlinked.
   In CRM Link options, you can either set [**Fast Help**] or [**Other Web Link**]. If you don't want to set this, choose [**Web Unlinked**]. Default: [**Web Unlinked**].

Setting URL

The set URL will be displayed during an incoming call. You cannot set this if CRM Link is set to [Web Unlinked].

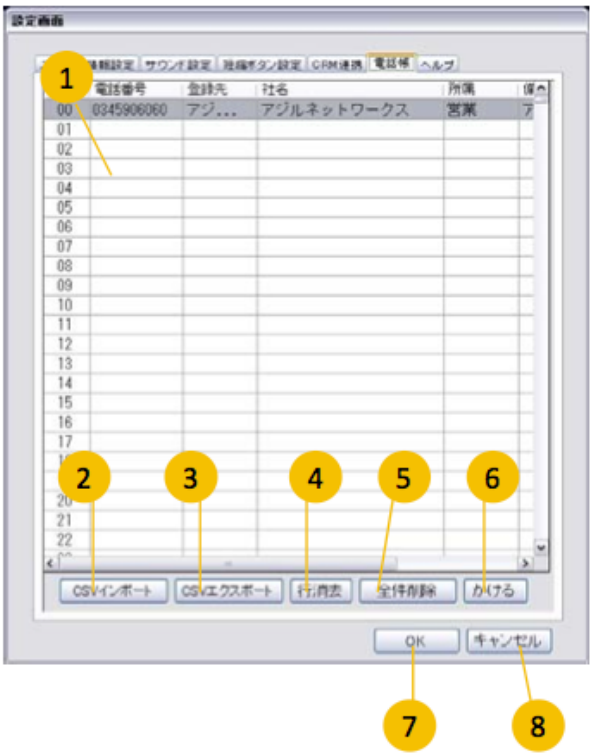
2. Enter Specific URL
   Configured URL will be displayed during an incoming call.
3. Disable Extension Number POP-UP
   Set extension number included in linked subject.
4. Response Time, During Call Disconnection, linked POP-UP may also appear. (Fast Help Exclusive Feature)
   Fast Help Link is activated. In [**CRM Linked**], it is possible to set only Fast Help Link. For detailed explanation, please refer to page 12, Fast Help.
5. Parameter (Value) Settings (%s, %1 - %5)
   S% stores source phone number. When entering %s and %s expansion, source phone number is displayed in [**Enter Specific URL**]. The entered or specified value is displayed in [**Enter Specific URL**] when %1 - %5 is entered and %1 - %5 is expanding.
   Example:
   Specific URL
   http://www.agile.ne.jp/paramS=%s&param1=%1&param2=%2&param3=%3&param4=%4&param5=%5
   %s: Source Phone Number
   %1: ABC1
   %2: DEF2
   %3: GHI3
   %4: JKL4
   %5: MNO5
   Set and click [**OK**]. Then, during an incoming call from [0345906300],
   http://wwwagile.ne.jp/paramS=0345906300&param1=ABC1&param2=DEF2&param3=GHI3&param4=JKL4&param5=MNO5 will be displayed.

Setting Web Button

6. Enter Specific URL

Enter specific URL; if [**OK**] is not functioning, you can click [**Web Button**] in Softphone Screen to open the set URL.

Settings Phonebook



Phonebook

Stores a maximum of 10000 contacts. Stores phone numbers, contact names, company names, address and remarks.

1. Data Entry Field

Click [**OK**] after entering contact name, phone number, company name, address and remarks.

2. CSV Import

Import CSV files. CSV data format is not changed during import.

3. CSV Export

Export CSV files. Select the data to be export from the dialog box. Successfully exported data is in [**phonebook.csv**] format.

4. Delete

Select lines (No. 00 – No 9999) and click [**Delete**] to erase contact(s).

5. Delete All

When deleting all entries, you will be prompted to another window confirming your command. Click [**Yes**] to delete all entries in your phonebook. Click [**No**] to cancel.

6. Call

Select line(s) from No. 00 – No. 9999 then, click [**Call**] to make an outgoing call.

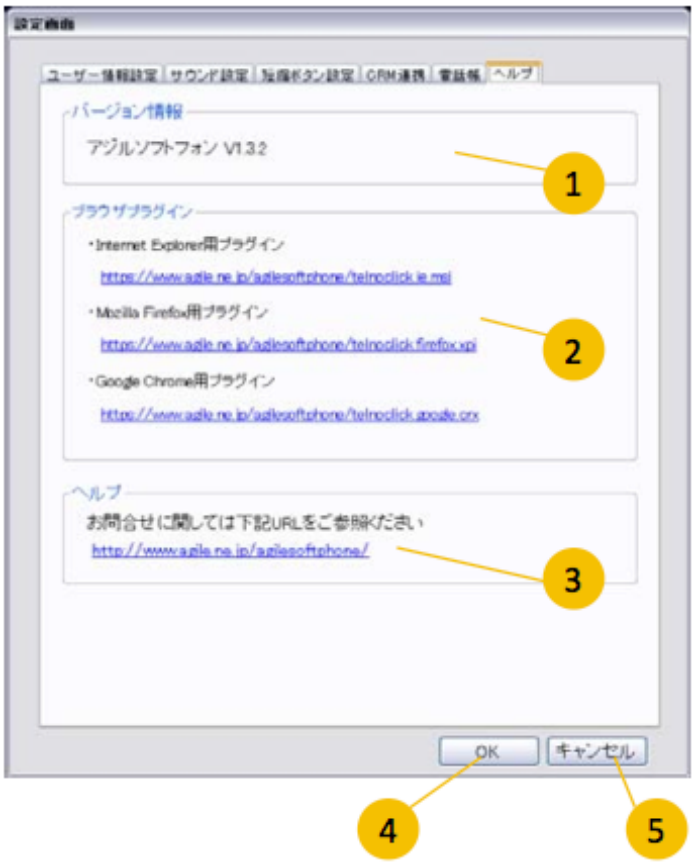
7. OK

Click [**OK**] to save changes and current settings.

8. Cancel

Click [**Cancel**] to quit or cancel changes.

Settings Screen (Help)



Version Information

1. Verify your Softphone's current version.

Browser Plug-ins

2. Install preferred browser.
   - Internet Explorer
   - Mozilla FireFox
   - Google Chrome

Help

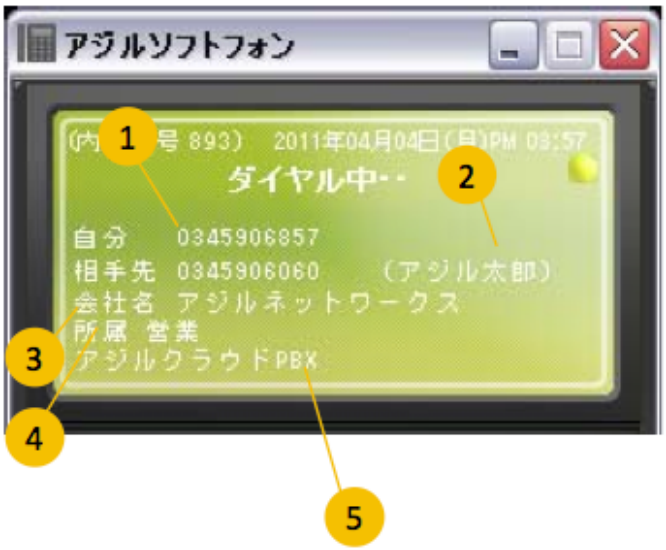
3. Click the displayed Help URL for troubleshooting. You may also refer to our help page.

4. OK

Click [**OK**] to save changes and current settings.

5. Cancel

Click [**Cancel**] to quit or cancel changes.



Softphone's Main Screen displays the following phonebook information:

1. Phone Number
2. Contact Name
3. Company Name
4. Address
5. Remarks

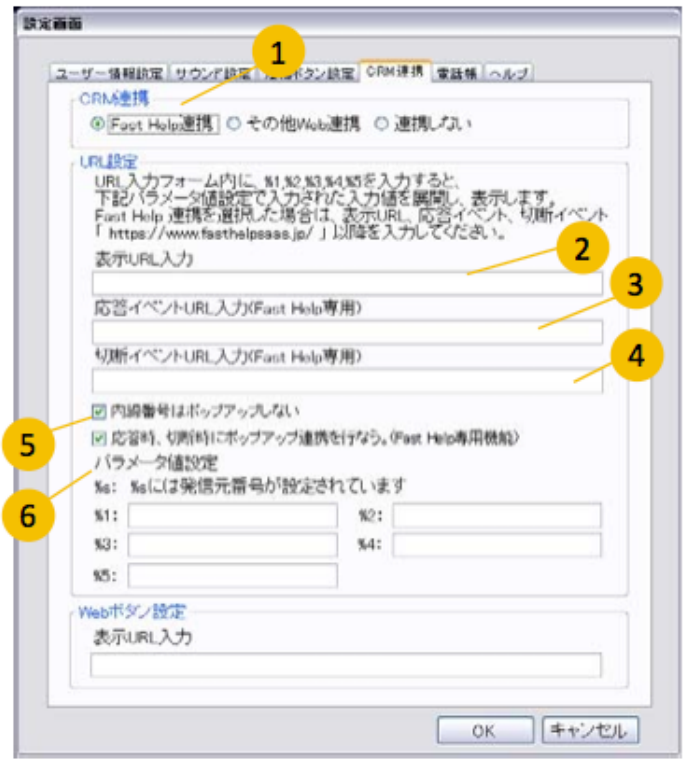
Other Functions

Softphone link can be used when searching a number in web phonebook, and sending a phone number to URL.

Setting [Cybozu Dezie] Link
[**Settings Screen**] → [**CRM Link Tab**] → Select [**Other Web Link**] from CRM Link Options.

1. Copy Cybozu Dezie phone number found on the specific URL field.
   Example:
   Link: https://sampleurl/cgi-bin/cyb/ag.cgi?page=AddressSimpleSearch&i=&aGID=&CP=al&SP=&Text=09011111111
   Copy this: 09011111111
2. Outgoing phone number is replaced with %s.
   Example:
   Link: https://sampleurl/cgi-bin/cyb/ag.cgi?page=AddressSimpleSearch&i=&aGID=&CP=al&SP=&Text=%s
3. You can search the outgoing number during an incoming call.
   Following the direction from 1 – 3.
   Example:
   Incoming call from 09011111111
   URL: https://sampleurl/cgi-bin/cyb/ag.cgi?page=AddressSimpleSearch&i=&aGID=&CP=al&SP=&Text=%s
   Displayed URL:
   https://sampleurl/cgi-bin/cyb/ag.cgi?page=AddressSimpleSearch&i=&aGID=&CP=al&SP=&Text=09011111111

Fast Help



Setting Fast Help Link

[**Settings Screen**] → [**CRM Link Tab**] → Select [**Fast Help Link**].

1. Enter this on the [**Specific URL Field**]: https://www.fasthelpsaas.jp/
Example:
ServerName/ctiAspPopup?Event-offerd&ANI-OutgoingPhoneNumber&Channel=IncomingNumber

2. Enter outgoing number on the %s field.
Example:
UserName/ctiAspPopup?Event=offerd&ANI=%s&Channel=IncomingNumber

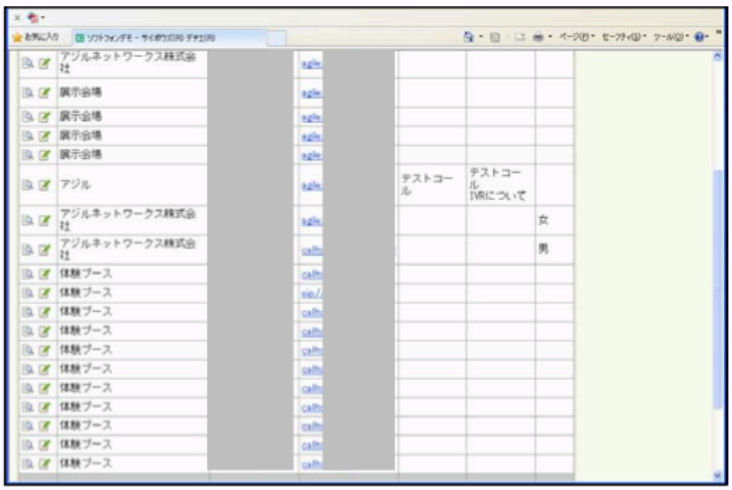
3. Enter the registered incoming number on Fast Help. Enter Parameter Value [%1 - %5] or Group Incoming Number on the [Enter Specific URL]. If incoming number is configured to %1, group number will be displayed and URL message will be sent.
Example:
If you enter the group incoming phone number as [1%},
ServerName/ctiAspPopup?Event=offerd&ANI=%s&Channel=%1

4. Enter Event Response URL.
Enter received data on the Response Time field. Use the displayed incoming number and group incoming number.
Example:
If incoming number is configured to [%1],
ServerName/ctiAspPopup?Event=accepted&ANI=%s&Channel=%1.

5. Enter Event Disconnection URL.
Enter received data on the Disconnection field. Use the displayed incoming number and group incoming number.
Example:
If incoming number is configured to [%1],
ServerName/ctiAspPopup?Event=completed&ANI=%s&Channel=%1.

6. If you select [**Event Response, Event Disconnection links (Fast Help exclusive features)**], Response Time and Disconnection Time URL can be sent.

Speed Dialing Using Softphone Phonebook



	アジルネットワークス株式会社	Aさん	agile:// 036365	1		女
	アジルネットワークス株式会社	サポート	callto:// 036365	2		男
	体験ブース	Bさん	callto://111			
	体験ブース	Cさん	sip:// 222	3		

Make calls using your softphone with just a click.

1. Agile Softphone
   Agile://phone number

2. Zoiper
   Callto://phone number
   - Zoiper corresponds with CRM Link.

3. X-Lite
   Sip://phone number
   - Zoiper and X-Lite can be used by MAC users.
   - You cannot connect Cybozu with X-Lite free version. But, this is possible with Zoiper.

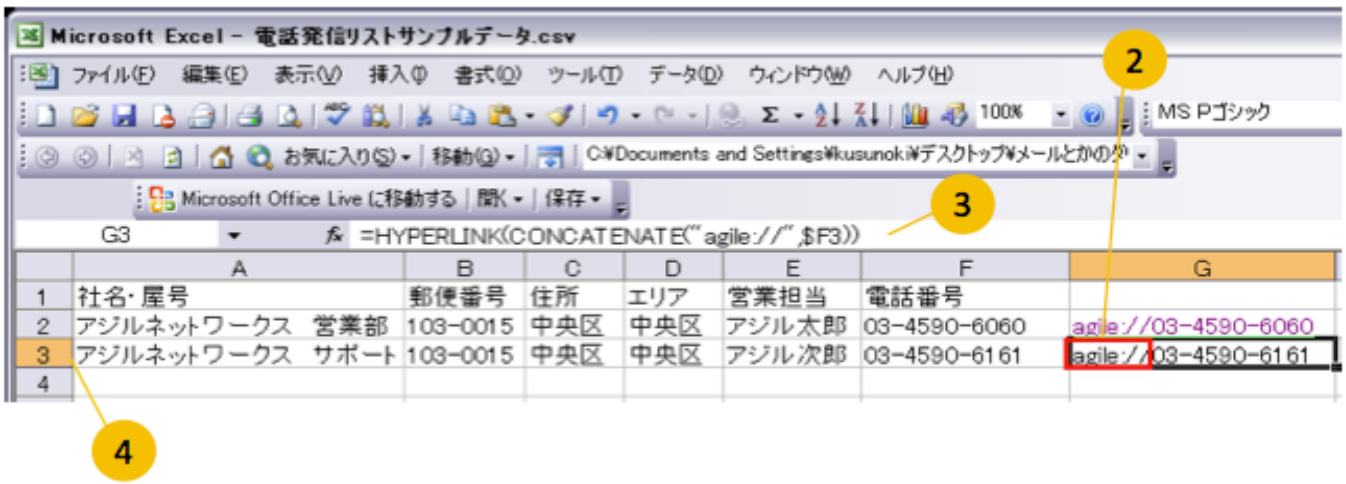
Speed Dialing Using Excel

Softphone provides easy access with excel application.

Make calls using Excel

- CSV format
- Enter [agile://] before the phone number.
- Enter this on the field above: [=HYPERLINK(CONCENTRATE(“agile://”,$F))].

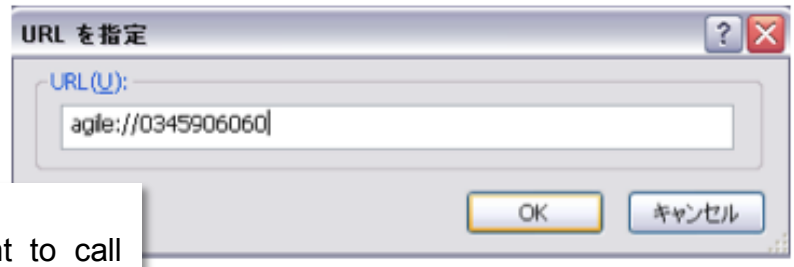
Click [Agile://phone number] to make an outgoing call.



Click to call can be accessed using the softphone web contact. (Current: 04/05/2011)

- Yahoo! Phonebook
- Town Page (List only)
- Guru Navi

FileMaker Link



Make a call from FileMaker

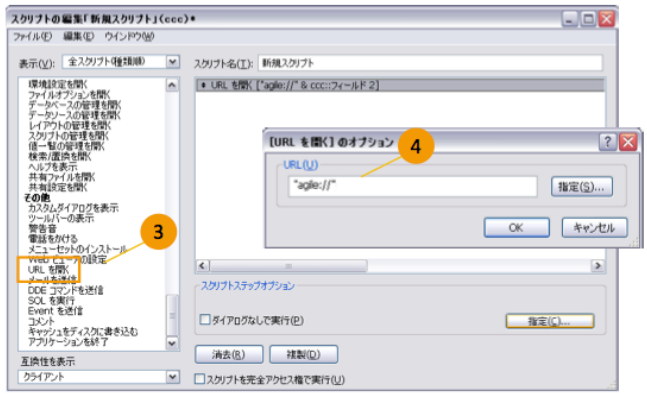
- Select the phone number you want to call from your list of contacts.
- Script: [**agile://phonenumber**] → click [**OK**] to make the call.

Creating a script for FileMaker [“agile://”&FileName::FieldName]

1. Enter phone number on the field.

2. Select [**Script**] found at the top toolbar. Then, select [**Script Management**]. Once the filename appears, Click [**Empty Script**] → [**New**] → [**File**].

3. Open URL using the newly created script and enter [**“agile://”**] on the blank space. Click [**OK**].



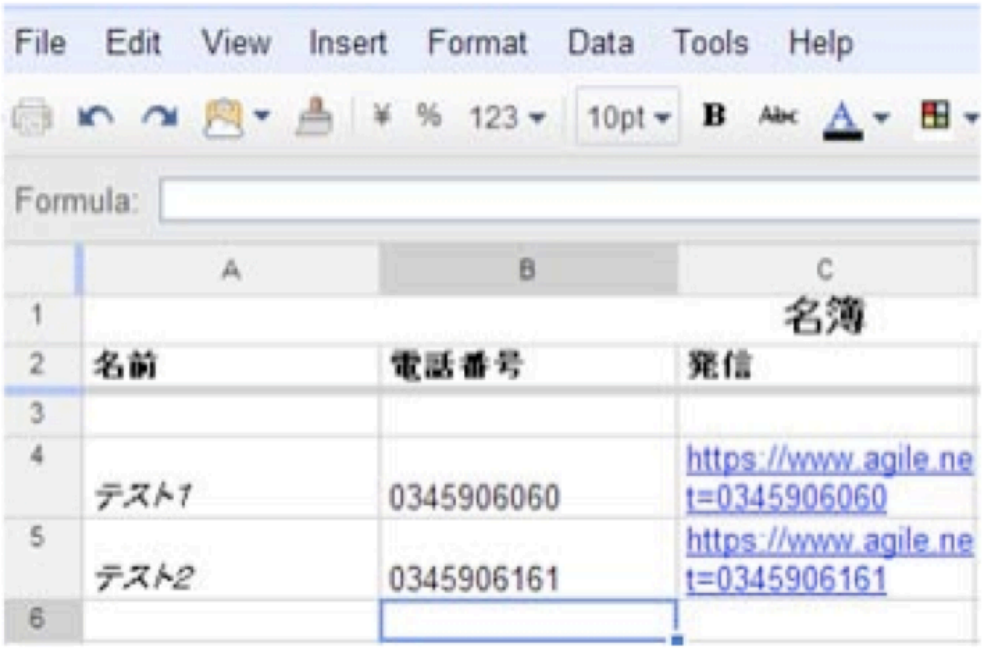
4. Click [**&**] then, click the field where you entered the phone number. A dialog box would appear with [**“agile://”**] written on the entry field and ccc. With this, you can now make a call.

Making Calls Using Google Spreadsheets

Softphone calls made easy with Google Spreadsheet

Save, edit and share data online.

- Enter phone number.
- Enter [https://www.agile.ne.jp/agto.php?t=] before the number.
  - Example:
    https://www.agile.ne.jp/agto.php?t=0345906060
  - For mobile phone:
    =concat(https://www.agile.ne.jp/agto.php?=MobilePhoneNumber)
- Click the link to make an outgoing call.



*** Customer's browser must be a recognized site by [https://www.agile.ne.jp].**